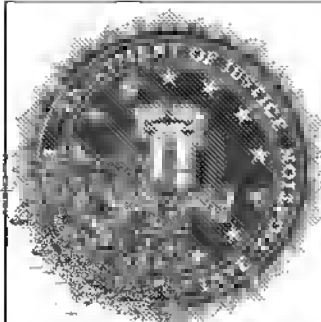


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FEDERAL BUREAU OF INVESTIGATION
POLICY DIRECTIVE

0889D

1. Policy Directive Title.	FBI Sign Language Interpreting and Reading Program
2. Publication Date.	2016-05-12
3. Effective Date.	2016-05-12
4. Review Date.	2019-05-12
5. Date of Last Renewal.	N/A

6. Authorities:

- 6.1. Title 5 United States Code (U.S.C.) Section (§) 3102
- 6.2. Rehabilitation Act of 1973 (29 U.S.C. § 701, et seq.), as amended
- 6.3. Americans with Disabilities Act (ADA) of 1990
- 6.4. Americans with Disabilities Amendments Act of 2008 (42 U.S.C. § 12101, et seq.)

7. Purpose:

The purpose of this policy is to provide sign language interpreting and reading services to applicants, employees, victims, subjects of investigations, witnesses for investigations, and/or Federal Bureau of Investigation (FBI) guests who are deaf, hard of hearing, deaf-blind, blind, and/or visually impaired.

8. Policy Statement:**8.1. Overview**

8.1.1. The FBI must provide assistive services to deaf, hard of hearing, deaf-blind, blind, and/or visually impaired individuals (consumers) to facilitate the performance of official duties and meaningful participation in meetings, trainings, performance reviews, FBI sponsored events, and other FBI activities, as appropriate to job performance and the employee's participation, as well as participation in the application process, investigations, and/or other interactions as applicable.

8.1.2. Assistive services include, but are not limited to American Sign Language interpretation, Communication Access Real Time Transcription (CART), and Reading Services.

8.2. Requesting Services

8.2.1. All requests for services must be made to the Sign Language Interpreting Program (SLIP) by submitting a request via the Sign Language Request System (SLRS) located on the Office of Equal Employment Opportunity Affairs (OEEOA) Intranet site.

8.2.2. Requests for services are initiated by employees, FBI supervisors or managers, individuals involved in FBI investigations, FBI event coordinators, hosts, facilitators, or points of contact (POC).

8.2.3. The requesting entity must provide the following information when requesting services:

8.2.3.1. Date, time (including time zone), and duration of the event

8.2.3.2. Location and address of the event

8.2.3.3. Title and description of the event

8.2.3.4. POC information, including full name; desk telephone number; cell phone number, if

applicable; facsimile (fax) number; and/or e-mail address

8.2.3.5. Description of the services needed

8.2.3.6. Name(s) of the consumer(s) in need of the service, along with contact information (desk telephone number; cell phone number, if applicable; fax number; and/or e-mail address)

8.2.3.7. Classification level of information (TOP SECRET/Sensitive Compartmented Information [SCI]; SECRET; UNCLASSIFIED) being presented at the event

8.2.3.8. Other relevant information (e.g., security clearances needed and escort information)

8.2.4. The following timetable must be adhered to for this program:

8.2.4.1. Events scheduled to last less than two hours must be requested five business days before the event.

8.2.4.2. Events that are anticipated to last longer than two hours, but less than two days, must be requested ten business days before the event.

8.2.4.3. Unanticipated events occurring in less than five business days must be made by contacting the SLIP coordinator directly, as soon as the need for the service is known.

8.2.4.4. Requests for services may be made when there is a reasonable expectation that a consumer will be attending the event.

8.2.4.5. All requests for services received by the SLIP are reviewed by the SLIP coordinator, and reasonable efforts will be made to provide services for all event requests.

8.2.4.6. In the event a request for service cannot be filled, the SLIP coordinator will contact the requestor and determine options and/or alternatives.

8.2.4.7. Service requests will be fulfilled by individuals who are proficient and certified in American Sign Language and/or CART who will conduct services in person, through a Secure Video Teleconference (SVTC) or an unsecure video telephone.

8.3. Cancellation

8.3.1. Cancellations must be made to the SLIP coordinator at least four business days prior to the event to ensure that the FBI will not be charged for the service.

8.3.2. Cancellations resulting from inclement weather must be made to the SLIP coordinator as soon as possible.

9. Scope:

This policy is directed at all qualified individuals who are deaf, hard of hearing, deaf-blind, blind, and/or visually impaired, as well as others who require assistance on a case-by-case basis, such as applicants, employees, subjects, victims, and/or witnesses of investigations.

10. Proponent:

Office of Equal Employment Opportunity Affairs

11. Roles and Responsibilities:

11.1. FBI Director:

11.1.1. Ensures that the FBI SLIP is implemented in accordance with controlling federal law.

11.1.2. Delegates the authority to implement this program to the equal employment opportunity (EEO) officer.

11.2. The EEO officer must:

11.2.1. Implement and enforce the SLIP.

11.2.2. Ensure that services are timely and appropriately provided to consumers.

11.2.3. Ensure that SLIP service records are maintained by the OEEOA in accordance with federal

laws, regulations, and FBI policies.

11.3. Interpreters (FBI SLIP staff and contractors) must:

11.3.1. Interpret all conversations.

11.3.2. Adhere to the Registry of Interpreters for the Deaf and the National Association for the Deaf Code of Professional Conduct (CPC) when performing services.

11.3.3. Comply with all certification and training requirements, as mandated by their certifying entities and the FBI.

11.4. The requesting entity (e.g., the consumer, a supervisor, the presenter who is making the communication for which services are required, or others related to the event) must:

11.4.1. Be courteous and professional toward the interpreter and make every reasonable effort to provide an optimal work environment for the interpreter, including the placement/location of the interpreter relative to the consumer.

11.4.2. Defer to the interpreter and consumer when determining where the interpreter will be located during the event.

11.5. The consumer must request services in accordance with this policy.

11.6. The SLIP coordinator must:

11.6.1. Maintain service request documentation and/or records at Federal Bureau of Investigation Headquarters (FBIHQ), regardless of whether the request for service was made directly to the SLIP coordinator or through the SLRS online system.

11.6.2. Maintain all records in accordance with federal laws, regulations, and FBI policies.

11.6.3. Maintain all requests, forms, and/or other documentation created and/or received for SLIP services in a separate, confidential file designated for the SLIP, to which only persons with a need-to-know have access.

12. Exemptions:

None

13. Supersession:

None

14. References, Links, and Forms:

14.1. References

14.1.1. None

14.2. Links

14.2.1. [OEEOA Intranet site](#)

14.2.2. [Sign Language Interpreting & Reading Services System](#)

14.3. Forms

14.3.1. None

15. Key Words, Definitions, and Acronyms:

15.1. Key Words

15.1.1. None

15.2. Definitions

15.2.1. None

15.3. Acronyms

- 15.3.1. ADA: Americans with Disabilities Act
- 15.3.2. CART: Communication Access Real Time Transcription
- 15.3.3. CPC: Code of Professional Conduct
- 15.3.4. Fax: facsimile
- 15.3.5. FBI: Federal Bureau of Investigation
- 15.3.6. FBIHQ: Federal Bureau of Investigation Headquarters
- 15.3.7. OEEOA: Office of Equal Employment Opportunity Affairs
- 15.3.8. POC: point of contact
- 15.3.9. SLIP: Sign Language Interpreting Program
- 15.3.10. SLRS: Sign Language Request System
- 15.3.11. SVTC: Secure Video Teleconference
- 15.3.12. U.S.C.: United States Code

16. Appendices and Attachments:

None

Sponsoring Executive Approval

Name: Kevin M. Walker

EEO Officer

Title: Office of Equal Employment Opportunity Affairs

Final Approval

Name: Andrew H. White

Title: Deputy Director

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